

From: Jocelyn.Boyd
Sent: Tuesday, May 14, 2013 4:54 PM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Lack of concern for citizens

From: Linda Stevenson [mailto:lks@comporium.net]
Sent: Tuesday, May 14, 2013 4:53 PM
To: harrinc@dhec.sc.gov; Campbell, Chad; Jocelyn.Boyd
Cc: Elizabeth.Dieck@dhec.sc.gov; lasparrow@uiwater.com; 'Ann Kirol'
Subject: Lack of concern for citizens

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This is in response to the update by Tom Oakley

The Tega Cay Water Citizen Advisory Council appreciates your recent updates to TCWS customers regarding your 150,000+ gallons of sewage overflows into Lake Wylie in the past couple of weeks. As your May 10 update notes, Tega Cay residents are "pleasant." But we remain frustrated by TCWS' continued sewage spills, poor customer service, and general unresponsiveness and inconsistencies. Recall these issues are happening in our neighborhood, our homes, our lake, our golf course – this is your business, but these are our lives and our families that are impacted.

We are disconcerted that ***your emailed update differs drastically from TCWS testimony at the 01/08/13 Public Service Commission Merits Hearing supporting your 2013 rate increase.***

1. **Inflow and infiltration is/is not a problem?** Your 05/10/13 update comments that *rainfall events and high lake levels are the cause of infiltration and inflow (I&I) and that "initial calculations of the quantities from multiple sources are substantial."* However Patrick Flynn commented at the 01/08/13 Merits Hearing that, "While it is true that a large portion of the collection system is comprised of clay pipes, *the inspection of the system found that most of the piping system was in good condition with no evidence of major I&I.*" Mac Mitchell reiterated that *there was no problem with I&I due to an increased line cleaning program and upgrades for four lift stations.* He went on to say that *ongoing maintenance* would include regular pressure washing and root sawing to prevent blockages and that there had *been no spills into Lake Wylie from Tega Cay's collection system since February 2011.* Mr. Flynn continued that *"the vast majority of clay pipe has retained its structural integrity and is not in danger of imminent failure. A review of plant flow data before and after rain events suggests that the collection system does not suffer from I&I."*
2. **TCWS had/did not have spills into Lake Wylie since 02/2011?** We repeat, Mac Mitchell in the 01/08/13 Merits hearing stated that TCWS *had no spills into Lake Wylie since February 2011. Shockingly, DHEC records 26 spills in Tega Cay in 2011, 8 in 2012, and 22 to date in 2013.* Mr. Oakley, this is unacceptable and clearly evidences serious problems with your Tega Cay wastewater operations and with TCWS integrity. Tega Cay residents and Lake Wylie users deserve and demand better than this.

Your update comments that progress has been made in the last week - ***so why haven't you done more in the last several years to avoid the issues we are facing today?*** TCWS had identified these issues and under an Administrative Consent Order from DHEC was required to perform a comprehensive audit of its distribution system for causes of sanitary sewer overflows (SSOs) and identify and triage the causes of overflows in order to develop a remediation plan with dates of compliance.

- 11/29/10 meeting with Tega Cay Water Advisory Council – Patrick Flynn states that ***rainwater is a problem at treatment plants***
- 02/16/11 Consent Order 11-004-W Patrick Flynn states that inspections have ***reported overflows and lists the cause as Infiltration and Inflow from heavy rains, roots, grease, and collapsed sewer lines***
- 04/13/11 Patrick Flynn email – “the common ***goal is to reduce SSOs to zero by addressing the deficiencies that cause the spills.*** Having any spill occur is unacceptable.”

If you identified SSO causes and complied with your remediation plan, as DHEC required, then *why do you have continued sewage spills into Lake Wylie?*

We hope you will continue to keep Tega Cay residents informed of your findings and progress, but request you address specific questions we still have:

1. **Were 03/2013 smoke tests just blowing hot air?** TCWS reported Smoke Testing on March 12 and again last week. It appears the more recent test identified infiltration and inflow issues. You also indicate that smoke testing has revealed some other sources of infiltration that require further investigation with the City. ***Why did the March test not identify those issues?*** Should residents anticipate ongoing testing until all issues have been resolved? When will we learn more about your new findings?
2. **Is manhole cover inflow a major concern?** Your updates refer to manholes as a major source of surface water entering the system. Tega Cay manholes are generally far above ground level. ***Please tell us the location of the manhole(s) that are allowing the entry of surface water.***

In sum, we consider your continued sewage spills into our homes, Lake Wylie and your inconsistent messaging, depending on who is your audience, to be unacceptable; it points to serious problems of your operations of a waste water system in Tega Cay and trustworthiness. Due to this fact, we must pursue any and all options to provide our citizens with a better system – Tega Cay residents deserve better than this.

Cordially,
Linda Stevenson
Tega Cay Water Citizen Advisory Council

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